

Part 573 Safety Recall Report

21V-529

Manufacturer Name : Jayco, Inc.

Submission Date : AUG 26, 2021

NHTSA Recall No. : 21V-529

Manufacturer Recall No. : 9903569



Manufacturer Information :

Manufacturer Name : Jayco, Inc.

Address : 903 South Main Street

PO Box 460 Middlebury IN 46540

Company phone : 800-283-8267

Population :

Number of potentially involved : 890

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2019-2021 Class A Motorhome Anthem Aspire Cornerstone Insignia Reatta Embark

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Motorized production records match the provided list of window part numbers from Lippert components.

Production Dates : SEP 17, 2018 - SEP 10, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : Possible loss of bond between the 2 pieces of glass allowing the vent seal to be compromised.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Possibility of the window adhesive failing which could result in an injury and/or a crash.

Description of the Cause : Stress induced failure of window adhesive bonding.

Identification of Any Warning that can Occur : During regular maintenance possibly noticing a loss of bonding.

Involved Components :

Component Name 1 : 6400 Series Vented Window

Component Description : vented Window

Component Part Number : Various

Supplier Identification :

Component Manufacturer

Name : Lippert Components, Inc.

Address : PO Box 2888

Elkhart Indiana 46515

Country : United States

Chronology :

7-2-21 Lippert Components our supplier sent a notification via email and UPS delivery of recall 21E-047.

7-7-21 Jayco Executive SSC Team voted to publish a recall.

Jayco has received 14 warranty claims related to this matter between 1/14/20 and 6/15/21.

Description of Remedy :

Description of Remedy Program : The remedy program will involve inspecting the involved windows with a go/no-go gauge to determine if the seal has been compromised. If an issue is found Lippert will provide a replacement vent. Owners who had the remedy completed prior to our release of the recall shall be compensated in accordance with our recall reimbursement plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : The remedy component was produced with the improvements including increasing the bond strength between the two panes of glass through the use of an adhesive backed glass spacer and different secondary sealant.

Identify How/When Recall Condition was Corrected in Production : On August 3, 2020 Lippert components production processes were updated to increase the bond strength between the 2 panes of glass through the use of an adhesive backed glass spacer.

Recall Schedule :

Description of Recall Schedule : Jayco to release recall prior to 60 day deadline.

Planned Dealer Notification Date : SEP 10, 2021 - SEP 10, 2021

Planned Owner Notification Date : SEP 10, 2021 - SEP 10, 2021

* NR - Not Reported